

October 8, 2026

Temairazu, Inc.

Update on Unauthorized Access to Our Systems and Our Response (Second Report)

Regarding the unauthorized access by a third party to “TEMAIRAZU,” our reservation management system for accommodation providers, which we announced on September 28, 2026, we provide the following update on the findings of our subsequent investigation to date and the actions we are taking.

We once again sincerely apologize to the properties that use our services, their guests, and all others affected for the considerable concern and inconvenience caused by this incident.

Investigation Status and Our Response

We are continuing our investigation in cooperation with an external specialist organization.

We are also taking the necessary steps, including reporting the incident to the Personal Information Protection Commission and the police.

If new information that should be made public becomes available, we will promptly provide an update.

Information That May Have Been Viewed or Obtained by a Third Party

The following information may have been viewed or obtained by a third party in connection with this incident:

- Guest names
- Telephone numbers
- Email addresses
- Accommodation property names
- Check-in dates
- Check-out dates
- Accommodation charges

Please note that we do not retain credit card information or login credentials for accommodation booking sites.

Suspicious Messages

In connection with this incident, we have confirmed reports of suspicious messages being sent to guests through WhatsApp, email, SMS, and other channels, purporting to be from accommodation properties, booking sites, or other related parties.

The suspicious messages identified to date include requests to visit external websites and enter credit card information or other details, or make a payment, under the pretext of completing advance check-in or keeping a reservation valid.

These messages appear to be phishing scams that impersonate accommodation properties, booking sites, or other related parties in order to fraudulently obtain credit card information and other details and defraud recipients of money.

Guidance for Guests

Please be alert to suspicious messages purporting to be from accommodation properties, booking sites, or other related parties. In particular, please be cautious of messages that:

- Ask you to visit an external website to confirm a reservation or complete advance check-in.
- Request payment to keep a reservation valid.
- Ask you to enter credit card details or personal information.
- Create a sense of alarm and pressure you to act urgently, for example by stating that immediate action is required.

If you receive a suspicious message, do not open any URLs or links in it, reply to it, enter personal or credit card information, or make a payment.

If you have any concerns about your reservation or payment, do not use the contact details provided in the message. Instead, contact the accommodation property you booked or the booking site through their official contact channels.

If you have entered credit card information on a suspicious website, please contact your credit card issuer promptly.

We take this incident seriously and will continue our investigation and our efforts to prevent a recurrence.

Once again, we sincerely apologize to accommodation properties, their guests, and all others affected for the considerable concern and inconvenience caused by this incident.

【Inquiries Regarding This Matter】

Please direct inquiries regarding this matter to:

Emergency Help Desk

Email : helpdesk@temairazu.com